



February 16, 2009

IVHInsights

NEWS FROM PERSONNEL SERVICES

by Dennis Mack

The State has Automatic Payroll Deduction Programs which allows you to select optional insurance coverage not provided by the State.

You can pay for optional insurance benefits through payroll deduction from your after tax take home pay. The State does not endorse or sponsor the vendors. For example, the vision plans are not State sponsored benefits but the premiums may be paid through payroll deduction. Five vendors can be paid through payroll deduction: NY Life, AFLAC, Two Rivers Insurance, Nat'l Teachers Assoc. Life & Consec. To view information about the program, vendors & their products go to www.das.hre.iowa.gov/benefits.html. At the bottom of this site click on Automatic Payroll Deduction Program.



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Commandant's Corner

We have some exciting news to share with you regarding the Phase 1 portion of the Iowa Veterans Home Master Plan. As many of you know, bids for the project were let in late December and the bid opening occurred last Thursday, February 12th.

The bid opening was a real success and we are very pleased and excited about the results. It is safe to say, in general, that the bids are under the estimated construction cost. This means that we will be moving forward with Phase 1 of the project (120 bed nursing home/pavilion and 60 bed pavilion – circled above).

In the next few days, the Department of Administrative Services and IVH staff will complete our evaluation of the bids

and review the recommendation for action for awarding the contract.

On a separate note, I also want to take this opportunity to say “thank you” to staff who are going far above and beyond in working extra shifts. I realize this is a hardship for some of you by sacrificing time with your family and necessary “down time.” I appreciate your hard work and positive attitude even though many of you are being mandated. Until we are able to resolve the situation and find long-term solutions, your continued efforts are necessary and vital to provide our residents with the quality of care they deserve.

Commandant Dan Steen

News from the Capitol by Lisa Purvis

The first few weeks of session have been very busy as new legislators become familiar with the processes of state government.

The IVH is supporting several bills at this point including several technical corrections: chauffeur license exemption for staff and volunteers transporting residents in cars/vans; and language to require background checks on volunteers who have individual contact with residents.

In addition, we are advocating for HF 234, the Mental Health Parity and Veterans Wellness Act. We also work with the Iowa Department of Veterans Affairs on issues that impact all Iowa veterans, such as tuition reimbursement, property tax reduction/exemptions, and home ownership incentives.



Caring:
Our only reason for being

Heinz Hall Update by Susan Wilkinson

Heinz Hall has begun the New Year with all but one bed filled. *Living in Balance* classes also resumed on January 12th with five Heinz Hall residents and two residents from Nursing in attendance. There are two residents in the Community Re-Entry program at this time. Heinz Hall staff has been working closely with Psychology Services and our Legislative Liaison, Lisa Purvis to make changes to regulatory language. These changes will allow a greater similarity between the Commission of Veterans Affairs and the Department of Inspection and Appeals rules.



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News from Continuous Improvement by Ann Hogle

Kaizen - a Japanese term meaning “change for the good of all.”

IVH is one of the leaders of Kaizen in the state of Iowa, something to be proud of. Around 100 staff have participated in some way in a Kaizen Event. It is hopeful that many more of you will be on a team. To describe a Kaizen is hard but it is a team event, to dig deep into a process. A new process is identified and **THIS IS HARD WORK**, but when it's all over, team members feel they accomplished something huge.

We all play a role in sustaining what Kaizen teams identify as a new process. If you know of an area that may be slipping back into the “old” way of doing business please let the PI Department know. Just a few of the successes IVH encountered as a result of a Kaizen Event, and the hard work of staff to carry-out the ideas include:

1. Maintenance staff, in the last quarter, finally met their goal of 95% of all routine work orders completed within 3 days!

We all notice fast turn-around times on work orders. **Good job Maintenance!**

2. A new database was created to GREATLY enhance communication and reduce steps for VA trips. This database has drastically reduced the number of residents inconvenienced through the wrong “how travels” being identified. Last quarter only 3 were wrong – this is down from 14 in the first quarter of 2008!

Good Job Nursing.

3. The Admissions Kaizen resulted in the HUGE reduction in wait time for a resident to be admitted. One resident was admitted within 2 hours. Wait time is down 50%, **Good Job Nursing, Admissions, & Admissions Committee!** Medications Kaizen established standardized processes for medication administration and med carts – ensuring an easier

process for pulled and/or float staff. New licensed carts were added to units in need. Clinics are now held on the units, which is easier for residents.

Good Job Nursing & Medical Services!

Pharmacy Kaizen brought about improved processes in the Pharmacy, and on ASAP medicine orders. Cross-training in Pharmacy took place, faxes or scanners are located in all clinic rooms, med delivery boxes are installed.

Good Job Pharmacy, Nursing, and Medical Services.

Dack 4 is travelling the hard road of trying new processes as a result of the Design Kaizen Event.

Good Job Dack 4



Nursing Department Updates by Deb DeJong

There has been recent media attention on CMS Nursing Home Compare 5-Star Rating Program. This was developed to provide information to consumers and caregivers about the quality of care provided in nursing homes. There are three components to this report: Health Inspections, Quality Measures and Staffing. The Quality Measures are reported based on the MDS data that is submitted. The Quality Measures reviewed specifically include *ADL (Activities of Daily Living) and Mobility Decline, Use of Foley Catheters, High Risk for Pressure Ulcers, Use of Physical Restraints, Urinary Tract Infections* and reports of *Moderate to Severe Pain*.

One of the areas Nursing Dept is working on is related to the management of pain. Two studies completed by a group Nursing Supervisors & RNs identified areas in which improvements can be made; including use of the pain scale and assessment of pain, and providing the resident/family education.

A special education program entitled ELNEC (End of Life Nursing Education) is in place to provide staff, unit based information about pain management. Ruth Roelsgard and Tammy Haren have begun to provide the in-services. We will be monitoring the effectiveness of our strategies over the next several months.

Chris Barten, Infection Control Shares an Update: *Salmonella* Typhimurium national outbreak IDPH continues to investigate a multistate outbreak of *Salmonella* Typhimurium; 487 people in 43 states are infected; the outbreak is linked to 6 deaths. Iowa has two confirmed cases & a 3rd is investigated. *Salmonella* Typhimurium is associated with contaminated large volume peanut butter sold to institutions such as nursing homes. This peanut butter is not sold directly to consumers. Peanut butter sold at grocery stores is not implicated. Peanut butter-containing products, i.e. peanut butter crackers, have also been linked to this outbreak. The FDA is issuing recalls on products, the list is expanding daily; recalled products can be found at www.fda.gov/oc/opacom/hottopics/salmonellatyp.html. It is recommended at this time that all peanut butter-containing products (crackers, cookies, etc.) not be eaten. Instead, store them out of the reach of children until the investigation is complete. For more information on *Salmonella* visit www.cdc.gov/salmonella/typhimurium.

Facility Improvements *by Kathy Shannon*

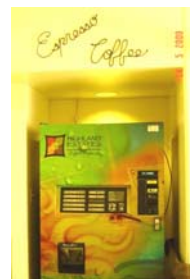


Dack Dining Room and Entry Corridor

Dack is seeing some much needed improvements to the dining room and entry corridor. The Dack Dining Room has been repainted. The upper portion of the walls and the bare concrete pillars are now a room warming green. The dining room feels much more cheery and inviting. Stop in and check it out! The Dack entry corridor has also been repainted and new wall hangings have been installed. We have refinished the phone cove area and installed a new counter top and coffee vending machine. The area was ready for use February 5th. I understand the coffee is great!

Outdoor Furnishings

Due to generous donations, we will be seeing some new outdoor furnishing in the spring. Heinz Hall will receive outdoor furniture for the new patio in front of the building. Additionally, there will be nine more park benches for the Malloy courtyard. These benches will match the cedar colored recycled benches located in the inner courtyard. We expect to place the furniture in the new locations as soon as weather permits.



Tech Tips *by Rob Buchwald*

IT recently sent an email to all IVH staff regarding shutting off computers and monitors when not in use. We have received various questions on the issue. Here are a few of the most common questions and answers.

Question: Some of the units use computers on all three shifts, what should we do?

Answer: The intention of the policy is to save money by conserving energy and increasing the lifespan of the computers and the monitors. It is not intended to prevent or delay any staff member from getting their job done efficiently. If the computer is used by all three shifts, then the computer can stay on at all times. If there is a long period of time (say 4 to 6 hours) in which the computer will not be used, then shut it down.

Question: My computer takes a long time to boot up so can I leave it on at night?

Answer: Boot times on business computers can take longer than home computers due to network connections, enterprise antivirus and other applications that run in the background. IVH is fortunate to have up-to-date computers; compared to many agencies our boot times are speedy.

Question: Some computer users need to remotely connect back to their work computers from home. What should they do?

Answer: Staff needing to remotely connect back to their work computers from home, should, when leaving work, log-off the computer, but not power it down; and, turn off the monitor.

RESIDENT AND FAMILY SERVICES

by Randy Inhelder

For this month's article, I'd like to focus on culture change. Because we are all here to provide services for our Residents and Families, all that we do is related to resident and family services, either directly or indirectly. We are still on the journey to person centered care. Dack 4 is continuing to feed breakfast weekly on their unit, as well as a number of other things which support resident centered care. The Culture Change Project Team has been involved in discussing improvements to the Dack building that would incorporate person centered care. We are also pursuing more person centered care training for all staff; we are evaluating different training proposals that could be used house-wide. So in the hustle and bustle of everything else – i.e. budget challenges, staffing challenges, moving forward with our Master Plan, etc. – we are still firmly committed to incorporating person centered care across the IVH and to make it part of our daily approach in how we care for our residents.



IVH Website Calendar

Submit your event information on the IVH website calendar. Its quick and easy and the calendar is available to staff, residents, and the community. Log on to www.iowaveteranshome.org and click on "Calendar" to begin.

Upcoming Events

Day	Date	Time	Event	Location
Mon	Feb 16	1-3 pm	Elec Health Records Overview	Whitehill Auditorium
Wed	Feb 18	12-1 pm	Geriatric Grand Rounds (U of IA)	Ford Conf Rm
Fri	Feb 20	9-11 am	Elec Health Records Overview	Whitehill Auditorium
Fri	Feb 20	2:00 pm	Rec Trip to UNI Jazz Festival	
Thurs	Feb 26	2:00 pm	Diabetes Support Group	Dack Res/Fam Svc Conf Rm
Mon	March 2		CCDI Class	
Wed	March 4	9-11 am	Elec Health Records Overview	Whitehill Auditorium

Announcements

Winter Wellness Program – “**Around the World in 80 Ways.**” All IVH and ABM staff are invited to participate. All types of exercise will be converted to miles and progress will be posted weekly on a world map for eight weeks. Fasting blood glucose & lipids will be drawn Feb. 10th and February 11th (cost of \$10).

Congratulations Daun Keefe, she received her PNA certificate!

Canteen Menu - please refer to the IVH SharePoint where monthly menus can be obtained. The Cafeteria menu can also be found on SharePoint.

Geriatric Grand Rounds from U of IA – “Pharmacologic Mgmt of Behaviors in Dementia” - Wed, 2/18/09 1200-1300 Ford Conf Rm. 0.1 CEUs for nurses, social workers, and physicians. Use on-grounds training request.

Thank You residents & staff who purchased raffle tickets for the Wal-Mart gift cards. Proceeds are going to the Heinz Hall Emergency Resident Council fund. Marty Lieberman will continue to sell tickets through February 22nd from Noon – 3:00 p.m. Mon-Fri across from the cannon in the Malloy entrance. Your purchase is greatly appreciated.

Budget Department Update *by Greg Wright*

Due to the national economic downturn, all government entities are being challenged to meet current program levels with declining resources. IVH started taking proactive measures to reduce expenditures & enhance revenue generation earlier this fiscal year and these practices have continued. To date, IVH has met the Governor's request for a 3% and 1.5% reduction in our current operating budget without impacting the quality of care provided to residents. We will continue to explore practices and cost saving measures to further reduce our operating expenditures without negatively impacting the quality of care provided to residents. We sincerely appreciate all staff and resident suggestions and efforts. You may contact me directly at Ext. 306, send a note to the Business Office, or email greg.wright@ivh.state.ia.us.

Surprisingly, the employer's share of health insurance premiums that normally increase 10-15% every January actually decreased this year. This is due to the elimination of some plans & staff switching to lower cost plans. Other areas not inflating at the same level as last year include food, utilities, gas, and drug costs, so there are additional savings here as well. With our current legislative language, any funds remaining at the end of this fiscal year can be rolled into next year's budget. We are optimistic that between the carry forward & our increased revenues, IVH will be able to absorb the 6.5% cut in next year's budget as recommended by the Governor. Once saying that, the Legislature may or may not go along with the Governor's Budget Recommendation and may have a totally different amount in mind for us (better or worse). Stay tuned.....

We are also asking the Legislature to remove our Full-Time Equivalent (FTE) cap, so we have more flexibility in hiring when applicants are available (such as after graduating) or can increase part-time hours or hire temporary positions, rather than mandating full-time staff and paying overtime.